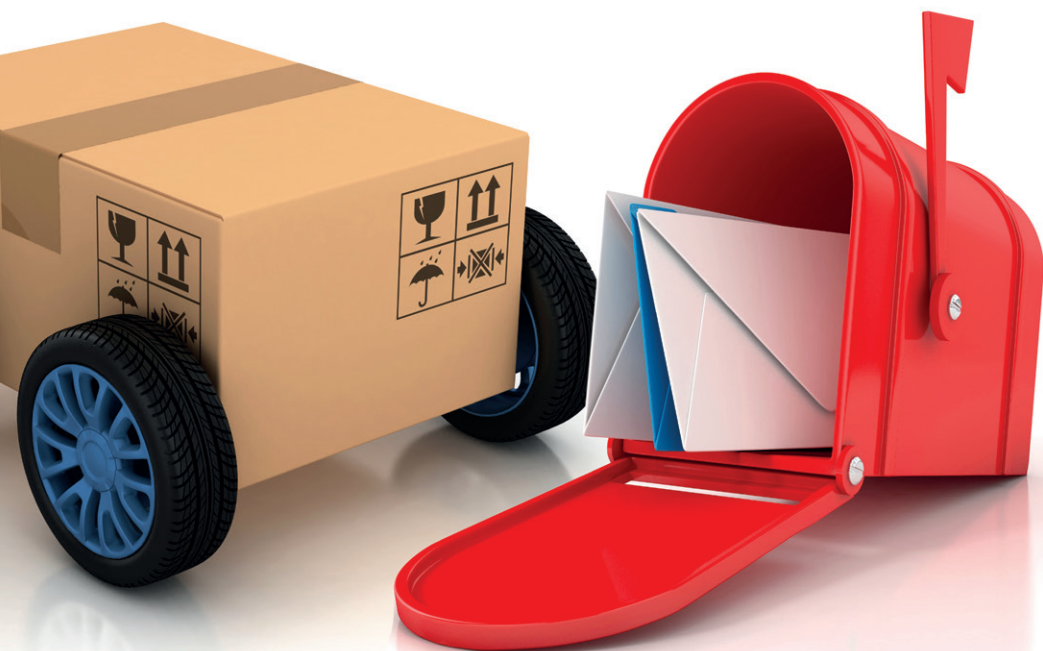


Business Services 2019

Preferential Business Rates • Services

Postage Rates & Service Details



www.guernseypost.com

GUERNSEY
POST 

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Business Services

This leaflet details the products, services and reduced rates that are available to account holding business customers. Complete rate tables, details and terms & conditions for all of these products are available online at



www.guernseypost.com

Visit  www.guernseypost.com/postage-calculator

How can my business benefit?

Opening a Credit Account

Starting a credit account with Guernsey Post opens up a wide range of very useful Business Services, including Ebilling, Freepost, Prepaid Postage, PO Boxes, international and Business Reply Services.

All you have to do is complete our Account Facilities application form and Bank Consent form. You'll find them at any of our branches as well as on our website.

Simply return your completed forms to Customer Services, FREEPOST GU267, Envoy House, La Vrangue, St Peter Port, GUERNSEY, GY1 5SS.

and now pay by...

Direct Debit

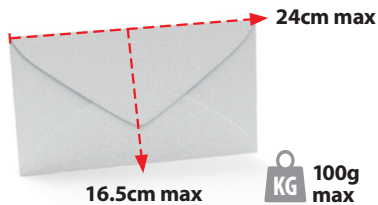
With a monthly direct debit you can spread the cost of delivery evenly throughout the year, avoiding large invoices. Direct Debit will also enable you to factor monthly charges into your budget more easily.

eBilling

By opening a credit account with us your business will benefit by switching to our eBilling Service. This simple, free service enables you to submit all of your postal payments online without the need to use and maintain a franking machine. Not only does this remove the often high costs associated with franking machines, but it will enable you to access a whole host of additional benefits including saving your business 2p per item on standard postal rates, and volume based discounts for Special Delivery. Other benefits are also detailed within this leaflet.

Format Sizes and Weights

Letter and Postcard

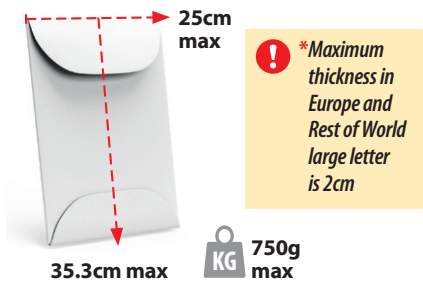


Dimensions:	Minimum	Maximum
Length:	14cm	24cm
Width:	9cm	16.5cm
Thickness:	0.25cm	0.5cm

For example:

- most letters (DL & C5 envelopes)
- some brochures & catalogues
- most greeting cards **excluding** large cards or cards with badges or 3D effects

Large Letter

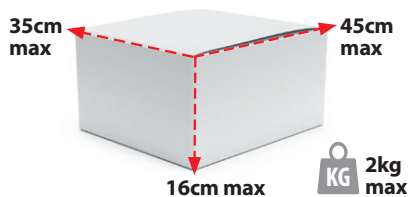


Dimensions:	Maximum
Length:	35.3cm
Width:	25cm
Thickness:	2.5cm*

For example:

- letters, bills & statements (C4 envelopes)
- most brochures, catalogues & magazines
- large greeting cards & cards with badges or 3D effects

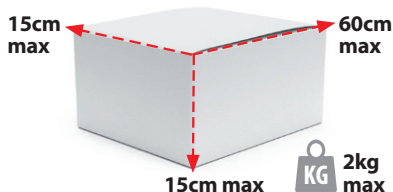
Small Parcel



Dimensions:	Maximum
Length:	45cm
Width:	35cm
Thickness:	16cm

For example:

- most books
- parts & samples

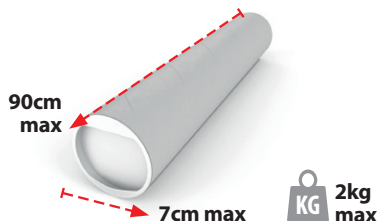


Europe and Rest of World

Dimensions:	Maximum
Length:	60cm
Width:	15cm
Thickness:	15cm

Format Sizes and Weights

Roll



Dimensions: **Maximum***

Length: **90cm**

Diameter: **7cm**

For example:

- posters
- large cylindrical packages

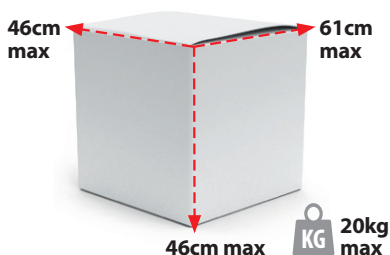


***Combined Maximum Size = Length + twice the diameter**



For UK destinations rolls are classed as medium parcels. For International destinations rolls are classed as small parcels.

Medium Parcel



Dimensions: **Maximum**

Length: **61cm**

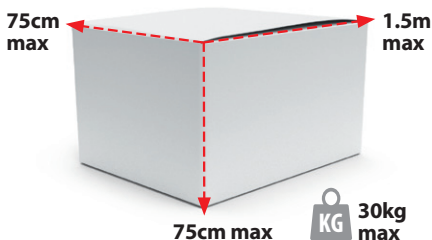
Width: **46cm**

Thickness: **46cm**

For example:

- shoes
- books
- clothes

Large Parcel



Dimensions: **Maximum**

Length: **1.5m**

Width: **75cm**

Thickness: **75cm**

For example:

- printers
- duvets
- golf clubs



Maximum Large Parcel sizes and weights can vary by destination for European and ROW destinations

Contact  **Customer Services 711720** for more information or visit  www.guernseypost.com

www.guernseypost.com/business_services

Standard Business Postal Rates

Format	Weight (up-to)	Bailiwick	UK, IOM, Jersey	Europe	Rest of World
Postcard	20g	£0.46	£0.63	£0.78	£0.88
Letter	100g	£0.46	£0.63	£1.57	£2.36
Large Letter	100g	£0.64	£0.96	£1.79	£2.79
	250g	£1.12	£1.62	£3.57	£5.71
	500g	£1.57	£2.62	£5.76	£9.70
	750g	£2.04	£3.48	£8.69	£11.56
Small Parcel	250g	£1.58	£3.26	£4.17	£6.20
	500g	£2.00	£3.84	£6.48	£9.98
	1kg	£3.12	£5.48	£12.24	£15.68
	2kg	£5.52	£10.48	£23.52	£26.68
Medium Parcel	1kg	£4.46	£6.58	X	X
	2kg	£6.18	£11.98	X	X
	5kg	£8.23	£24.98	X	X
	10kg	£11.11	£34.98	X	X
	20kg	£14.63	£44.98	X	X

Standard Postal rates include insurance up to £10, plus postage, subject to proof of cost.

Additional Business Service Options

To Bailiwick, UK, Isle of Man and Jersey

Signed For

Letters, Large Letters and Small and Medium Parcels can be sent by Signed For.

Proof of posting (a receipt) is issued at the time of posting and a signature is required on delivery at the destination address.

This service is not tracked but if you require a tracked service see 'Special Delivery' on pages 6 & 7.

Benefits:

- Proof of posting.
- Signature on delivery.
- Includes £50 insurance limit for items sent locally or the market value, whichever is the smaller sum, subject to proof of cost.
- Delivery confirmation can be obtained using the Track & Trace facility on our website or call



Customer Services 711720



www.guernseypost.com

Format	Weight (up-to)	Bailiwick	UK, IOM, Jersey
Letter	100g	£1.66	£1.83
Large Letter	100g	£1.84	£2.16
	250g	£2.32	£2.82
	500g	£2.77	£3.82
	750g	£3.24	£4.68
Small Parcel	250g	£2.78	£4.46
	500g	£3.20	£5.04
	1kg	£4.32	£6.68
	2kg	£6.72	£11.68
Medium Parcel	1kg	£5.66	£7.78
	2kg	£7.38	£13.18
	5kg	£9.43	£26.18
	10kg	£12.31	£36.18
	20kg	£15.83	£46.18

Additional Business Service Options

Special Delivery To Bailiwick

With our Special Delivery service you get guaranteed delivery by 1pm the following day for documents and goods sent to the Bailiwick of Guernsey, Isle of Man, Jersey and most UK destinations.

Our Special Delivery guarantee is subject to the prepayment of Import VAT where applicable (see page 13 for more details) and you must also have a completed customs declaration form.

With Special Delivery you get all the following advantages:

- Next day delivery (or your money back).
- Secure handling.
- Proof of posting.
- Delivery confirmation using Track and Trace online, or call Customer Services on 711720.
- Proof of delivery and signature on delivery.
- Compensation for item loss or damage, subject to proof of cost, proof of posting and insurance level purchased (not included - consequential loss).

		Insurance options up to		
Format	Weight (up-to)	£500	£1,000	£2,500
Letter	100g	£4.46	£9.46	£14.46
Large Letter	100g	£4.64	£9.64	£14.64
	250g	£5.12	£10.12	£15.12
	500g	£5.57	£10.57	£15.57
	750g	£6.04	£11.04	£16.04
Small Parcel	250g	£5.58	£10.58	£15.58
	500g	£6.00	£11.00	£16.00
	1kg	£7.12	£12.12	£17.12
	2kg	£9.52	£14.52	£19.52
Medium Parcel	1kg	£8.46	£13.46	£18.46
	2kg	£10.18	£15.18	£20.18
	5kg	£12.23	£17.23	£22.23
	10kg	£15.11	£20.11	£25.11
	20kg	£18.63	£23.63	£28.63

You can choose to upgrade to a Saturday delivery in the Bailiwick for an additional £2.50.

Additional Business Service Options

Special Delivery To UK, IOM and Jersey

Format	Weight (up-to)	Insurance options up to		
		£500	£1,000	£2,500
Letter	100g	£7.63	£12.63	£17.63
Large Letter	100g	£7.96	£12.96	£17.96
	250g	£8.62	£13.62	£18.62
	500g	£9.62	£14.62	£19.62
	750g	£10.48	£15.48	£20.48
Small Parcel	250g	£10.26	£15.26	£20.26
	500g	£10.84	£15.84	£20.84
	1kg	£12.48	£17.48	£22.48
	2kg	£17.48	£22.48	£27.48
Medium Parcel	1kg	£13.58	£18.58	£23.58
	2kg	£18.98	£23.98	£28.98
	5kg	£31.98	£36.98	£41.98
	10kg	£41.98	£46.98	£51.98
	20kg	£51.98	£56.98	£61.98

Volume discount

For business customers holding a PPI account and posting more than 50 items in any one month, volume discounts will apply. Discount levels are based on the monthly volume of Special Delivery items posted. (See table below)

Items per month	Discount
50 - 100	1%
101 - 200	2%
201 - 500	3%
501 - 1,000	4%
1,001 plus	5%

For information on UK Import VAT and pre-payment of UK import VAT please refer to page 13.

Choose to upgrade to a 9am or Saturday delivery[^]

	Additional cost per service upgrade	
	Bailiwick	UK, IOM, Jersey
By 9am (max 2kg)	X	+£12.00
Saturday	+£2.50	+£2.50 [^]

[^]There is currently **no** Saturday Special Delivery service available to Jersey.

Please refer to the website to view the latest branch acceptance times for next day delivery.



www.guernseypost.com/locations-opening-hours

FedEx Courier Service is also available, please refer to our FedEx leaflet or visit our website.

Additional Business Service Options To Europe and Rest of World

For the full list of countries where these services are available, please refer to the website or call Customer Services.



[www.guernseypost.com/
international-tracked-postal-services](http://www.guernseypost.com/international-tracked-postal-services)



Customer Services 711720

Letters, Large Letters and Small Parcels under 2kg can be sent by the three international services listed below and on page 9, subject to destination.

For larger items please refer to our Priority Large Parcel service on page 10 or our FedEx leaflet, or visit our website.



www.guernseypost.com/fedex

International Tracked & Signed

A fully electronic tracked service from posting to delivery overseas. It operates to 65 countries and although it is not time guaranteed you have the added benefit of a signature on delivery when the item reaches its destination.

These international services have an automatic insurance of £50. Additional insurance of up to £250 is available (exclusions apply) subject to destination and payment of additional fee of £5.00.

**Please note international parcel sizes apply*

Format	Weight (up-to)	Europe	Rest of World
Letter	20g	£7.78	£7.88
	100g	£8.57	£9.36
Large Letter	100g	£8.79	£9.79
	250g	£10.57	£12.71
	500g	£12.76	£16.70
	750g	£15.69	£18.56
Small Parcel*	250g	£11.17	£13.20
	500g	£13.48	£16.98
	1kg	£19.24	£22.68
	2kg max	£30.52	£33.68

Additional Business Service Options To Europe and Rest of World

International Tracked

This is a fast, secure and reliable service with electronic tracking that operates to over 50 countries.

International Signed

This is our standard international service with the added security of proof of posting plus signature on delivery when your item reaches its destination.

**Please note international parcel sizes apply*

Format	Weight (up-to)	Europe	Rest of World
Letter	20g	£6.78	£6.88
	100g	£7.57	£8.36
Large Letter	100g	£7.79	£8.79
	250g	£9.57	£11.71
	500g	£11.76	£15.70
	750g	£14.69	£17.56
Small Parcel*	250g	£10.17	£12.20
	500g	£12.48	£15.98
	1kg	£18.24	£21.68
	2kg max	£29.52	£32.68

Increase your insurance cover

Additional level of insurance cover		
£50	£250	£500
Included	+£5.00	(See FedEx)



Ceramics and glassware are not covered by insurance.

Standard Large Parcel Rates

To Bailiwick, UK, Jersey and Isle of Man

(See page 11 for more information.)

Format	Weight (up-to)	Bailiwick	UK, IOM, Jsy
Large Parcel	5kg	£9.00	£14.00
	10kg	£12.00	£16.50
	20kg	£15.00	£25.80
	30kg	£18.00	£36.00

Increase your Large Parcel **insurance** cover

	Additional level of insurance cover		
	£50	£250	£500
Bailiwick, UK, IOM, Jersey	Included	+£3.00	+£6.00

FedEx UK Courier Service is also available - please refer to our FedEx leaflet or visit www.guernseypost.com/fedex

Value Large Parcel Rates

To Europe and Rest of World

(See page 11 for more information.)

Insurance is not available for lost, delayed or damaged Large Parcels sent by Global Value.

Format	Weight (up-to)	Europe (Value)	ROW (Value)
Large Parcel	2kg	£25.00	£50.00
	5kg	£30.00	£70.00
	10kg	£40.00	£90.00
	15kg	£55.00	£120.00
	20kg	£75.00	£150.00
	30kg	£100.00	£200.00

Priority Large Parcel Rates

(See page 11 for more information.)

Use our Priority service when speed and insurance are your priority.

Format	Weight (up-to)	Europe (Value)	ROW (Value)
Large Parcel	2kg	£45.00	£70.00
	5kg	£50.00	£90.00
	10kg	£60.00	£110.00
	15kg	£75.00	£140.00
	20kg	£95.00	£170.00
	30kg	£120.00	£220.00

Large Parcel Service Information

To Bailiwick, UK, Isle of Man and Jersey

Standard Large Parcel Service

- 30kg maximum weight limit.
- Items insured up to £50 for loss or damage. Insurance upgrade available up to £500.

This is our standard parcel service for Large Parcels to the Bailiwick, UK, IOM and Jersey.

Ceramics and glassware are not covered by insurance.

To Europe and Rest of World

Value Large Parcel Service

- 30kg maximum weight limit for individual Large Parcels to most destinations.
- Insurance is not available for lost, delayed or damaged Large Parcels sent by Global Value.
- No tracking facility is available for this service.

Where value for money is more important than a guaranteed delivery speed, use Global Value to send your non-urgent items to worldwide destinations.

For more information on weight and size limits please

contact  **Customer Services 711720**

or visit  **www.guernseypost.com**

Priority Large Parcel Service

- Maximum Large Parcel sizes and weight limits vary by destination.
- Items are insured up to £50, however additional insurance up to £250 is available for an additional £5.

Our Priority Service offers you the perfect balance between speed and price with delivery from 6 working days to major destinations worldwide. Tracking for international items only applies to certain postal jurisdictions.

Increase your **Priority** Large Parcel **insurance** cover

Please note that ceramics and glassware are not covered by insurance.

	Additional level of insurance cover		
	£50	£250	£500
Europe, Rest of World	Included	+£5.00	(See FedEx)

FedEx International Courier Service is also available - please refer to our FedEx leaflet or visit our website.

Additional Business Services

Redirection

With our easy-to-use Redirection service you can have your post sent on to any other address anywhere in the world.

As soon as you activate this service, your post will be redirected from your established address. This can be either to a PO Box or to another physical address within the Bailiwick, the UK or overseas.

A set-up fee is not payable on renewal of existing redirection instructions, providing a minimum of 7 working days notice is given prior to expiry.

Business Redirection Costs

Month	Within Bailiwick	To UK, IOM, Jersey,	To Europe	To Rest of World
1	£45.00	£90.00	£139.00	£180.00
3	£82.50	£210.00	£340.00	£455.00
6	£127.50	£375.00	£610.00	£695.00
12	£217.50	£735.00	£1,205.00	£1,275.00

Costs for renewing an existing Business Redirection service

Month	Within Bailiwick	To UK, IOM, Jersey	To Europe	To Rest of World
1	£30.00	£75.00	£124.00	£165.00
3	£67.50	£195.00	£325.00	£440.00
6	£112.50	£360.00	£595.00	£680.00

For a full details of terms and conditions visit www.guernseypost.com.

Additional Business Information

Timed Collection/ Delivery

Our Timed Collection and Delivery Services give business customers guaranteed timings for both outgoing and incoming post, resulting in smoother working arrangements and saved time and effort for staff.

Timed Collection

This service is designed to give our business customers a guaranteed collection time for their outgoing post.

Timed Delivery

This service enables business customers to receive post at a guaranteed delivery time to assist in the management of business processes (e.g. banking and fulfillment of orders).

Cost for a Collection/Delivery Service:

For our standard 12 month contract for a Timed Delivery or Collection service please contact the Customer Services Team or find out more about our timed collection and delivery services by contacting Ciara Devlin on 733570.

Bulk Mail Services

We have a wide range of products and services available to customers who post large amounts of mail everyday. You can save money on UK & international postage costs by sorting mail yourself or ensuring addresses have the correct postcode.

We have a dedicated Bulk Mail team available to discuss your needs, contact them on 726241.

UK Import VAT

UK Import VAT is payable on all post containing commercial or sold goods. It is also payable on all gifts with a value over £39*.

Prepayment of UK Import VAT

It is possible to prepay Import VAT at the time of posting at any of our branches for items with a value up to £873.00*. This is the ideal way to avoid the recipient being charged Import VAT and Royal Mail's handling fee.

Customers prepaying Import VAT can take advantage of our next day guaranteed service using Special Delivery.

Business customers can apply to join the Prepaid Import VAT Scheme by contacting our Customer Services team.

Border Force (Customs)

Please be aware that postal parcels with a value exceeding £873.00* or items for temporary importation regardless of the value e.g. repairs or valuations, are subject to Border Force clearance procedures.

Therefore the intended recipient should expect to receive a C88A form from Border Force, this form must be completed and returned to Border Force before the item is released for delivery.

For more detailed information plus terms and conditions on all these services, contact our Customer Services team on 711720.

*This figure is subject to change.



Find out more

For more information about any of our services, tariffs or terms and conditions, visit www.guernseypost.com or call Customer Services on 711720.



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